



I CAN BE
CHANGED
BY WHAT
HAPPENS
TO ME.

But I refuse to be
reduced by it.

Maya Angelou

PIONEER HUMAN SERVICES

Being released from prison offers a new beginning and an opportunity for change. At the same time, it can be overwhelming and people often don't know where to start.

People coming out of incarceration know they need a roof over their head and a job, but first they must figure out how to get identification, how to navigate the job market, and how to discuss their criminal history with prospective landlords and employers. These challenges are often compounded by untreated chemical dependency and mental health issues. As a result, they are at high risk of sliding back into a criminal lifestyle and going back to jail.

Pioneer helps break this cycle through a combination of treatment, housing and employment services that give people the tools they need to overcome their barriers and successfully transition back into the community. In 2012, we offered a chance for change to 10,183 people across the state of Washington.

OUR MISSION

Pioneer is an entrepreneurial human service organization that provides a chance for change to people overcoming the challenges of substance abuse and criminal histories by offering treatment, housing and employment.



Apprenticeship – Making a Machinist

An apprenticeship is a highly successful occupational skills model and is often referred to as the original four-year degree. In 2012, Pioneer began partnering with the Aerospace Joint Apprenticeship Committee (AJAC) to provide apprenticeship opportunities for advanced aerospace training to its employees. Through a combination of on-the-job training and classroom instruction, apprentices have the opportunity to earn their machinist operator certificate in two years, and continue on to become a master machinist at four years.

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“A career is so important because it offers stability. Pioneer offered me hope and a future.”
~Terrence

MEET PIONEER’S FIRST CLASS OF APPRENTICES

MALCOM, CNC Group Lead

Life was busy balancing both work and a family. Then Malcom was introduced to meth and the trouble began. After three incarcerations, he got clean, but finding work was a challenge until he was hired by Pioneer – and proved to have the aptitude for machining.

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“I am forever thankful to Pioneer. I don’t know where I would have ended up without them,” Malcom said. “Training has helped me regain my dignity and rebuild my relationship with my wife and kids. I couldn’t ask for more.”

TERRENCE, Technician

“Who would have thought one day I would be on my way to becoming a journeyman in the aerospace industry?”

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When he was released from jail, Terrence was turned down by several employers due to his background and he began to wonder if he would ever find work. Then he was hired by Pioneer and his options opened up.

“I jumped at the opportunity to join Pioneer’s apprenticeship program and learn a specialized skill.”

GREG, CNC Group Lead

Greg was referred to Pioneer after he was released from serving 30 years in prison and needed a job. Pioneer had an opening for a water jet operator and Greg had done that work for six years while incarcerated. With his experience, he excelled in the position and was quickly promoted.

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“Being in prison for the majority of my life didn’t allow me to rack up many accomplishments, but having the chance to become a journeyman through Pioneer’s apprenticeship program and help train others is paving the path.”

Social Mission

In support of a chance for change, Pioneer's programs provide integrated services that help people learn to make better choices, recover from chemical dependency, manage mental health issues, secure housing and overcome employment barriers.

In 2012, Pioneer Center North received the prestigious **Warren G. Featherstone Reid Award for Excellence in Health Care** for providing innovative treatment services and helping patients transition back into society.

REENTRY PROGRAMS

Pioneer is the largest provider of reentry programs in Washington. We operate 10 of the 16 state work release facilities, three of the four federal residential reentry services, and the only juvenile offender basic training camp in the state. The goal of these programs is to give people the tools they need to successfully transition from incarceration back into the community.

TREATMENT

Pioneer provides a full range of detoxification services, outpatient treatment and inpatient care for people who are struggling with chemical dependency and/or mental illness. On an average day, we provide treatment for almost 1,100 people in our behavioral health programs. In 2012, more than 80 percent of our involuntary treatment patients completed their program – well above the statewide average for inpatient treatment. Engagement rates in our outpatient programs were also above average at 78 percent.

HOUSING

Pioneer houses almost 800 people every day through our network of transitional and permanent housing facilities. In 2012, we added step-down housing programs in Mount Vernon and Spokane to promote the continuum of care for individuals struggling with mental illness and/or chemical dependency so they can live independently and avoid re-hospitalization.

Support from the Gary E. Milgard Family Foundation, the Lucky Seven Foundation and Amerigroup helped improve the quality of life for residents in our transitional housing programs in Seattle and Tacoma in 2012.

EMPLOYMENT

In 2012, Pioneer launched the *Roadmap to Success* program to prepare trainees for employment. Upon entrance, trainees take a comprehensive assessment that serves as the basis for their employment plan. The curriculum is specifically designed to address employment-related barriers that many of our clients face. Over the course of four weeks, trainees learn job search skills, such as developing a resume, interviewing effectively and addressing questions related to their criminal history. They also gain soft skills that will help them be strong employees and maintain employment. In 2012, 136 trainees graduated from the program.

Our Clients



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“The word on the street in Tacoma is that if you are serious about staying clean and sober and need housing - go see Pioneer Human Services.”

Robert never really thought he would live past 30. He cycled through 11 foster homes by the time he was in the 8th grade and attended 12 different schools. When he met his wife Koren, he had already been in prison six times for drug possession, theft, illegal firearms and burglary. He was pretty hardened.

Koren had also traveled a hard road. She started using drugs when she was only 11 years old. The drugs helped her to numb the pain of neglect and abuse, and years of addiction followed.

In the early stages of their relationship, Robert was dealing drugs and the couple was on the run. Then he experienced a spiritual awakening before their first daughter’s birth and they made the decision to get clean. It was a tough path, but once they shook their addictions they needed a safe place to live – that led them to Pioneer.

First they got housing at Pioneer’s Exley House, then a case manager encouraged Koren to take advantage of Pioneer Counseling right around the corner.

“The counseling program is amazing,” said Robert. “For the first time in her life, Koren has stayed clean for three years straight. When I started reading the material, I realized I needed to go through this also to face my past. All the pain just follows you.”

Eighteen months after moving into the Exley, Robert and Koren remain drug-free and they are now on a short waiting list for permanent housing.

“We love living here and are sad to leave, but we are so grateful to be moving into a permanent house. My wife and daughters mean everything to me and having a clean and safe place to call home is such a blessing,” Robert stated.

Michael had a degree in economics, a thriving business, and a beautiful family. Unfortunately, he also had a growing drug problem that caused him to lose it all. He began spiraling through the cycle of addiction – he’d get clean, settle into Pioneer housing, relapse and lose his housing. On the fifth try, he stayed clean.

Today, Michael works as a lead case manager for Pioneer’s transitional housing program, helping people work through addiction and trauma and get back on their feet. He has also re-built his relationship with his teenage daughter and ex-wife.

“I disappointed my daughter so many times in the past. Now that I have been clean over the last three years, it has been so amazing to be a father again. I feel really proud to be back in her life.”



“Gratitude is what I feel for Pioneer. They gave me a chance to change – until I got it right.”

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Read Michael’s full story online:
www.pioneerhumanservices.org



The Social Enterprise Model

Pioneer Human Services operates several lines of business that provide job opportunities for our clients and generate revenue to help sustain our social mission.

MANUFACTURING

Pioneer Industries is a full-service precision sheet metal fabrication and machining shop that prides itself on producing high-quality products at competitive prices while providing work opportunities for qualified clients. In 2012, Pioneer Industries received the Boeing Enterprise Supplier Tool (BEST) Silver Performance rating for our consistently high-quality products and on-schedule product delivery record. We also earned an AS9100 Certificate, the quality management standard for the aerospace industry.

FOOD SERVICES

Pioneer operates two food services lines of business that provide food to many of our residential programs, affordable meal options to other nonprofit organizations and work experience for our clients. In 2012, our institutional kitchen prepared more than 1,500 meals a day for work release facilities and residential treatment centers. Our food buying service distributed more than 5 million pounds of food to other non-profit and government organizations, saving them an average of 19 percent off wholesale costs.

LABOR SERVICES

In 2012, we launched a new labor services business to create job opportunities for clients and help customers supplement their workforce needs through the use of temporary help. Over the year, we employed 47 people who learned basic maintenance skills and gained valuable work experience. Our primary customers are other low-income housing providers.

DID YOU KNOW?

Pioneer Industries is a key supplier in the aerospace industry, producing nearly 1.7 million parts in 2012. These include:

- > Parts for every line of Boeing commercial aircraft
- > More than 150 different parts for the Boeing 787 Dreamliner
- > Parts for McDonnell Douglas heritage aircraft, AWACS, KC-135, and the B-52 bomber

WHAT IS A SOCIAL ENTERPRISE?

The Social Enterprise Alliance defines social enterprises as “Businesses whose primary purpose is the common good. They use the methods and disciplines of business and the power of the marketplace to advance their social, environmental and human justice agendas.”

2012 FINANCIAL INFORMATION

REVENUE		2012	EXPENSES		2012
FEDERAL:	Bureau of Prisons	6,549,684	PERSONNEL:		44,399,475
	Health & Human Services	2,091,673	Includes salaries & benefits, development, recognition		
	Veterans Affairs	1,133,822	MANUFACTURING:		8,917,821
	Probation Office	599,619	Training, shop supplies, cost of good sold, freight & tooling		
	Other	75,173	OCCUPANCY:		7,834,718
STATE:	Social & Health Services	11,860,283	Rent, maintenance & utilities		
	Corrections	9,056,753	CAPITAL & FINANCING:		3,498,572
LOCAL:	King County	1,859,771	Depreciation, amortization, interest, loan fees & gain/loss on assets		
	Skagit County	1,002,955	RESIDENT/CLIENT:		3,378,164
	Spokane County	996,752	Food, medical & other supplies		
	Whatcom County	928,991	GENERAL EXPENSES:		2,165,275
	Pierce County	781,831	Vehicles, travel, supplies, taxes, etc.		
	Tribal Revenue	190,116	PROFESSIONAL:		1,445,361
	Seattle Jobs Initiative	78,308	Legal, accounting, lobbying & publicity		
	United Way	66,799			
	Other	40,119			
HOUSING:	Permanent	2,776,581			
	Transitional	1,879,491			
SERVICE SALES:	Manufacturing	24,852,924			
	Food Services	4,710,521			
	Distribution Services	2,630,430			
	Construction	689,778			
MISCELLANEOUS:	Other Income	633,273			
	Treatment Fees	561,150			
	Contributions	237,158			
TOTAL REVENUE		76,283,955	TOTAL EXPENSES		71,639,386

FUNCTIONAL EXPENSES

